

## EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

DEPARTMENTS OF THE ARMY AND AIR FORCE  
OFFICE OF THE ADJUTANT GENERAL  
NORTH CAROLINA NATIONAL GUARD  
HUMAN RESOURCES OFFICE  
4105 REEDY CREEK ROAD  
RALEIGH, NORTH CAROLINA 27607-6410

ANNOUNCEMENT #: ARNGT 08-035/ANG 2008-005

OPENING DATE: 1 February 2008

CLOSING DATE: 3 March 2008

ANTICIPATED FILL DATE: 6 Apr 08

### POSITION TITLE AND NUMBER

Information Technology Specialist (CUSTSPT)  
PDCN 90040C/W/E00, MD #: 1213-725

### UNIT/ACTIVITY AND DUTY LOCATION

JFHQ-NC-J6, NCARNG  
Raleigh, North Carolina

### GRADE AND SALARY (Includes Special Salary Rate)

GS-2210-09 \$51,734.00 - \$67,259.00 per annum

### EMPLOYMENT STATUS

Excepted Service

WHO CAN APPLY: The area of consideration for this announcement is the STATEWIDE. Applications will only be accepted from current Excepted employees of the North Carolina National Guard, current military members of the North Carolina National Guard and individuals who are eligible and willing to enlist in the North Carolina National Guard.

HOW TO APPLY: Interested applicants may apply by submitting an Application for Federal Employment (Standard Form 171), Optional Application for Federal Employment (Optional Form 612), resume or any other form of application. It is REQUIRED that the Knowledge, Skills and Abilities (KSA) listed below be addressed and attached to the application. The application and KSA Statement should be mailed to the North Carolina National Guard, ATTN: JFHQ-NC-HRO, 4105 Reedy Creek Road, Raleigh, NC 27607-6410. It must be received not later than the closing date or if mailed postmarked by the closing date. NOTE: Information that must be provided when applying for a technician position is as follows: announcement number; name; address; telephone number; social security number, date of birth; citizenship; education; work experience; and other job-related qualifications. For more information, call 1-800-621-4136 ext. 6172/6431. Faxed or E-mailed copies will not be accepted.

QUALIFICATION REQUIREMENT: Must have 24 months specialized experience which demonstrates that the applicant has acquired the below listed KSA's.

### KNOWLEDGE, SKILLS ABILITIES (KSA'S)

Below are listed the KSA's for this position. Applicants must address each KSA individually in paragraph format by explaining any civilian and military work experience (*with inclusive dates that reflect 24 months of specialized experience*) that provided that KSA. It is required that this statement be attached to the application. Failure to do so will result in the applicant not being considered for this position. For more information or assistance, call 1-800-621-4136 ext. 6172/6431.

1. Knowledge of customer service and support principles and methods sufficient to manage the customer support help desk operations involving the delivery of a full range of customer support services to all serviced organizations.
2. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures.
3. Knowledge of current state-of-the-art system software to include operating systems as well as functional application software.
4. Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understanding of how they integrate together.
5. Skill in providing staff advice, planning, user assistance/training and evaluation services and functions within each specialty area.
6. Knowledge of a wide variety of applications, operating systems, protocols, and equipment used in customer organizations.
7. Ability to develop and implement C4 (Command, Control, Communications, and Computers training plans and programs.
8. Ability to conduct one-on-one as well as formal C4 training courses.

MILITARY ASSIGNMENT: Assignment to a compatible Officer, Warrant Officer or Enlisted position in the NCNG or NCANG is mandatory. (Off: 25 and 53; WO: 250N, 251A, Enl: CMF 25 B/U/Y/Z; AFSC: 33XX, 3A0X1, 3C0X1)

CONDITIONS OF EMPLOYMENT: 1. Occupants of this position must maintain continuous military membership in the North Carolina Army National Guard (NCARNG). NCARNG status (military grade, MTOE or TDA assignment, MOS/SSI, military unit) and experience must be entered on the application. The recommended applicant will not be approved for appointment until they occupy a compatible MOS/AFSC in the NCNG shown under Military Assignment on the reverse side of this announcement. 2. The applicant selected for this position will be required to participate in the Direct Deposit/Electronic Fund Transfer Program.

EVALUATION FACTORS USED: Personal interviews, review of application and the KSA Statement.

**PRINCIPLE DUTIES AND RESPONSIBILITIES:** Develops policies and procedures at the state level for identifying organizational and individual training needs, training opportunities and sources of needed information systems training for positions in technical, professional, administrative, managerial and skilled craft occupations. Plans and develops organizational training programs. Ensures that local course and training opportunities are publicized. Identifies, recommends, conducts and contracts sources of training as required. Serves as the focal point for technical inquiries about available training. Writes and publishes clarification guidance on eligibility requirements for specific training courses. Interprets training regulations, manuals, policies, procedures and ensures compliance with command directives. Evaluates informal feedback from clients. Arranges for training facilities for all information systems courses. Works collaboratively within the organization to achieve the C4 program goals for the state. Maintains current knowledge of state-of-the-art instructional technology and the learning process, utilizing a clear and balanced vision of how technology can be used in support of teaching and learning. Researches and analyzes the issues related to online learning environments. Conducts one-on-one as well as formal C4 training courses. Provides technical assistance to functional users for planning, installation, and start-up of computer systems and application programs. Tests and evaluates vendor hardware and software for applicable users to ensure conformance with the information management standards. Analyzes customer requirements and determines the most appropriate automation resource to utilize, including software and hardware. Confers with customers to obtain supplementary information to develop or maintain application programs. Provides troubleshooting assistance to customers by phone or on-site. May also assist in the installation of computer systems. Performs other duties as assigned.

**ADDITIONAL INSTRUCTIONS:** 1. Applicants are requested to identify, on a separate sheet of paper, their race and national origin from one of the following categories; Male or Female; American Indian or Alaskan native; Asian or Pacific Islander; Black, not of Hispanic origin; Hispanic; White, not of Hispanic origin. Submission of this information is voluntary and will be used in support of the NCNG Equal Employment and Affirmative Action Programs. 2. Participants in the Selected Reserve Incentive Program will be administered as prescribed by NGB Pamphlet 600-15. 3. A permanent change of station (PCS) will not be authorized for the individual selected for this position unless agreed upon in advance by HRO and a PCS order is prepared prior to effective date. 4. Males born on or after 1 January 1960 must be registered with the selective service in order to be considered for federal employment.

**INFORMATION SUBMITTED WILL BE USED ONLY IN ACCORDANCE WITH THE PRIVACY ACT OF 1974**

**DISTRIBUTION:** A, B, C-3, G-25, H-3, J-3, K-3, M, N-12, P-9, Q, W-2, Y-2, R: HRO-1, AGAV-1, AGCS-3, DCSANG-1, J4-4, J3-3, J1-3, FMCB-2, IG-1, SCSM-1, SRAA-1, VCSOP-1